From:	Stephen Best
To:	Flock Safety Support
Cc:	lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; jake.sherman@flocksafety.com; Michael Balcorta
Subject:	RE: Condor download- Resulting video off by about 9 seconds
Date:	Tuesday, June 18, 2024 8:50:35 AM

Thank you for the update.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, June 18, 2024 8:47 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Condor download- Resulting video off by about 9 seconds

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I have heard from our engineers! They advise the following:

We're sorry to hear you missed some bullet strikes. 9 seconds is within the range of expected clock drift in recorded video at the moment. We have two pieces of work in the pipeline that will improve on this in the coming weeks:

1. *We're expanding the cap of how much video you can download in one go from 5 minutes to 30 or 60 minutes. This way you'll be able to download far past the +9 second cutoff. This should be available in the next few weeks*
2. *A bit longer term, we're also working on rooting out the actual cause of the drift.*

You can expect this to happen in the next few months.

Hope this helps!

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 6/14/2024, 4:46 PM
To: sbest@cityofsantamaria.org
Cc: lisak@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Condor download- Resulting video off by about 9 seconds

Hi there,
Thank you for the details! I am going to look into this further with our engineers to see what may be going on.

Stay safe,
Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/14/2024, 4:00 PM
To: libby.landers@flocksafety.com; lisak@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com
Cc: sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; elara@cityofsantamaria.org
Subject: Condor download- Resulting video off by about 9 seconds

Flock Support,
While trying to document the shooting of our Condor camera, I downloaded video from before and after the shooting.
It seems the video provided by the camera is consistently 9 seconds off at the beginning and about 5-9 seconds short at the end.
I asked for 22:14:25-22:16:25 Hrs. and the video I got was 22:14:16-22:16:15 Hrs.
I asked for 21:45:00-21:50:00 Hrs. and got 21:44:51-21:49:50 Hrs.

Why is this?

Is it our camera or are others experiencing it?

If I'm downloading multiple 5 minute videos in in sequence, its not a really big deal because I still get the 9 seconds from the end of one video on the beginning of the other. However, in my first example I was documenting the bullet strikes and ended my video 2 seconds after the last strike. Because the video cuts off about 9 seconds early, it did not get the last few strikes.

Thank you.

Corporal Stephen L. Best
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thread::2QrO2QFCJvqqpZXiWtRvGw4::